

MADERA COUNTY

DESKTOP SUPPORT TECHNICIAN I/II

DEFINITION

Under general supervision (Desktop Support Technician I) or direction (Desktop Support Technician II), to perform technical work involving installation, maintenance, troubleshooting and repair of computer hardware, software, peripherals, networking systems and related components; and to do related work as required.

SUPERVISION EXERCISED

Desktop Support Technician I

Exercises no supervision.

Desktop Support Technician II

May exercise technical and functional supervision over lower level staff.

DISTINGUISHING CHARACTERISTICS

Desktop Support Technician I--This is the entry level in the Desktop Support Technician class series. Positions at this level usually perform most of the duties required of the positions at the Desktop Support Technician II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Desktop Support Technician II--This is the full journey level in the Desktop Support Technician class series. Positions at this level are distinguished from the Desktop Support Technician I level by the performance of the full range of duties as assigned, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class series are flexibly staffed and positions at the Desktop Support Technician II level are normally filled by advancement from the Desktop Support Technician I level. When filled from the outside, the employee is required to have prior related experience which allows the employee to meet the qualification standards for the Desktop Support Technician II level.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Coordinates computer installation, maintenance, troubleshooting and repair; reviews installation orders and other requests for service; provides technical support, training, information and assistance to end users via telephone, email, or on-site, for hardware and software operations; troubleshoots and/or resolves problems; assists County departments with special computer related projects; operates various computer systems, networking systems, peripheral equipment and related tools such as personal computers, printers, monitors, terminals, servers, hard drives, tape drives, modems, scanners, network switches, and diagnostic instruments and hand tools; enters commands into computer systems to start computer operations, correct errors, operate peripheral equipment and

Madera County
Desktop Support Technician I/II (Continued)

perform related functions; enters, retrieves, reviews or modifies data in computer programs or operating systems; delivers, installs and sets up computer systems, peripherals and software; set up equipment on networked systems and installs or replaces network hardware; performs computer maintenance tasks such as clearing paper jams or replacing printer ribbons and toner cartridges; performs cleaning and preventive maintenance of equipment as needed; places appropriate restrictions on personal computers and servers to maintain security and integrity of data; monitors detection and manual removal of viruses, pop-ups and/or by the use of an antiviral program; responsible for new user configurations which include tasks such as setting up email accounts, group policies for setting permissions, editing and deleting; diagnoses, analyzes and works to resolve or repair problems involving hardware, software, peripheral or network problems; tests equipment and identifies data errors, line failures and equipment malfunctions; initiates appropriate action to correct errors, recover data and obtain maintenance; monitors inventory of computer equipment, parts, tools and supplies; initiates requests for new or replacement materials; make site visits to various County departments/locations to provide computer support; communicates with supervisors, employees, other departments, system users, vendors, service representatives, the public, outside agencies and other individuals as needed to coordinate work activities, review status of work, exchange information or resolve problems; maintains a working knowledge of a variety of computer operating systems, programming languages and software programs which may include Windows 95/98/NT/2000/XP/Vista, DOS, word processing, spreadsheet, database, networking, network analysis, system security, communications, diagnostic, Internet or other programs; maintains an understanding of the functions and documentation of specific County departments to provide necessary support for computer systems, programs and functions; maintains an awareness of new technologies, programs, equipment, trends and advances in the profession; reads professional manuals and publications to increase knowledge of computer operations; reviews technical manuals, documentation and publications; attend seminars, conferences and training sessions as appropriate.

OTHER JOB RELATED DUTIES

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Desktop Support Technician I

Knowledge of:

Network communication systems, protocols and applications.
Terminology relating to computer software, hardware, and peripheral equipment.
Principles, methods, and procedures of operating computers and peripheral equipment.
Procedures and techniques used in the diagnosis and repair of computer equipment and related components.
Record keeping and report preparation techniques.
Methods of system diagnostics, error research and trouble-shooting.

Skill to:

Operate modern office equipment including computer equipment.
Operate a motor vehicle safely.

Madera County
Desktop Support Technician I/II (Continued)

Ability to:

Evaluate and interpret automated information systems from a user perspective.
Identify, evaluate, and research operational problems and implement changes.
Gather information and analyze data to establish or identify needs and make recommendations for improvement.
Learn the policies, procedures and functions of the Madera County Information Technology Department.
Read and comprehend written material on a wide variety of technical subjects.
Organize, prioritize, schedule and coordinate work flow to meet customer and production deadlines.
Maintain confidentiality of information obtained during the course of work.
Assemble, install, configure, repair and maintain computer hardware, peripherals and components.
Communicate clearly and concisely, both orally and in writing.
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

One (1) year of work experience and/or training in computer operations and maintenance, software applications, PC troubleshooting or equivalent.

Training:

Equivalent to the completion of the twelfth grade.

License:

Possession of, or ability to obtain by date of appointment, a valid Class 'C' California driver's license.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to sit, stand, reach, balance, walk, kneel, crouch, stoop, squat, crawl, twist, climb, lift 25 lbs.; exposure to cold, heat, noise, mechanical and electrical hazards; work in a confined space; travel to different sites and locations; availability for shift work.

Desktop Support Technician II

In addition to the qualifications for a Desktop Support Technician I:

Knowledge of:

Training methods and techniques.
Policies, procedures and functions of the Madera County Information Technology Department.

Madera County
Desktop Support Technician I/II (Continued)

Ability to:

Perform the more complex assignments related to diagnosis and repair of computer equipment and related components.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two (2) years work experience and/or training in computer operations and maintenance, software applications, PC troubleshooting or equivalent experience to that gained as a Desktop Support Technician I.

Training:

Equivalent to the completion of the twelfth grade.

License:

Possession of, or ability to obtain by date of appointment, a valid Class 'C' California driver's license.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to sit, stand, reach, balance, walk, kneel, crouch, stoop, squat, crawl, twist, climb, lift 25 lbs.; exposure to cold, heat, noise, mechanical and electrical hazards; work in a confined space; travel to different sites and locations; availability for shift work.

Effective Date: September, 2007

Amended: March, 2008